# N-FOCUS Interim Release Combined All Divisions February 20, 2022

An Interim Release of the N-FOCUS system is being implemented February 20, 2022. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses issues for all three divisions, EA, MLTC and CFS.

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

**Note:** This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks, Interface and Correspondence that are part of the new functionality may be documented in both the primary location that describes the entire process and in the more specific location ie: Alerts, Work Tasks, Interface and Correspondence sections.

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#### **General Interest and Mainframe**

# EA, MLTC – Iraq/Afghan Special Immigrant for Humanitarian Parolees (Work Around)

If an individual meets the criteria for an Iran/Afghan Special Immigrant parolees (humanitarian parolees) as stated in <u>EA Policy Memo 21-06</u>, please use Immigration Status of "Iraq/Afghan Special Immigrant Sec. 101(a)(27)" in order to process the EA Case.

While MLTC primarily uses the VLP response, there could be circumstances where this workaround would be needed for Medicaid budgeting as well.

A new immigration status will be added into NFOCUS in the future to address this issue long term.

# Correspondence

#### EA, CFS, MLTC – Generic Notice (Issue)

It was reported that Generic Notices do not retain the format of comments entered by staff, and merge all verbiage into one solid block of text when printed batch at the Print Shop. To avoid this, Generic Notices will need to be printed locally and mailed to clients. We are currently working toward a redesign to correct this issue.

**Note:** When a Generic Notice is displayed in Print Preview, the issue is not present and looks normal.

We are investigating a fix for a future release.

#### **Example of issue:**

DEPARTMENT OF HEALTH AND HUMAN SERVICES OMAHA NE 68103-2992

Case Number

00000501 HARRY HENDERSON Case Name CONTACT

Medicaid (402)595-1901 02-14-2022 Fax Number Date of Notice Mail Date 02-16-2022

HARRY HENDERSON 523W R LINCOLN NE 68504

MedicaidApprovalThe following individual(s) are approved for medical coverage effective 09-01-2021.Individual StatusHARRY HENDERSON EligibleHARRY HENDERSON are eligible for Heritage Health Adult. See the benefit tier information below.Heritage Health Adult - Benefit Tier InformationIndividual Benefit Tier Effective DateHARRY HENDERSON Basic 09-01-2021Benefit Tier EligibilityAll enrollees in Heritage Health Adult will receive Basic benefits except for individuals identified asMedically Frail, pregnant, or age 19 and 20 will receive Prime benefits. Prime benefits include all Basic benefits and will add dental, vision, and avertage life to except for production of the country and the production of the produc pregnant, or age 19 and 20 will receive Prime benefits. Prime benefits include all Basic benefits and will add dental, vision, and over-the-counter medication coverage. If you meet the criteria for a targeted Prime group but were not enrolled in the Prime Benefit Tier, please contact DHHS. Effective October 1, 2021, all individuals enrolled in the HHA will receive full Medicaid benefits, including dental, vision, and over-the-counter medication. If you applied through the Federal Marketplace your application was sent to Nebraska DHHS for aMedicaid eligibility determination. The Medicaid eligibility determination for the individuals noted hasSee ReverseExpert System Notice Page 1 of 3 12040170been communicated to the Federal Marketplace. If further information is needed you will be contacted. If you have not previously received a permanent Medicaid ID card, you will receive a card within thenext week. Please keep this card. You must show this card to all providers when gettingmedical/dental care. If you are required to participate in managed care, you will be contacted withmore information. Nebraska Medicaid EligibilityToll Free: (855)632-7633Lincoln: (402)473-7000Omaha: (402)595-1178Go online:ACCESSNebraska.ne

Please remember if you receive assistance other than SNAP, you are required to report all changes in your situation to DHHS within 10 days of the date of the change. If you have questions, contact DHHS

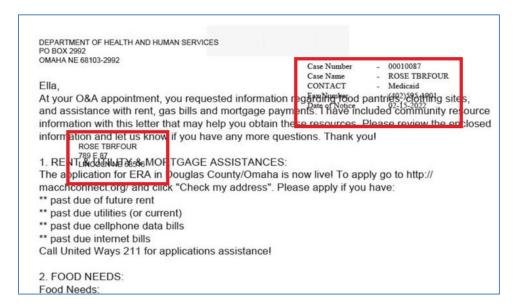
#### EA, CFS, MLTC – Speed Notes (Issue)

When creating a speed note, due to limited character space, workers must keep the added comments to one page or less. Adding longer comments to the speed note will push the comments into the Client and HHS Address space causing this area to possibly be unreadable.

It is recommended workers use the Print Preview option to ensure comments have not overlapped the address space. Unlike Generic Notices, this issue is viewable via Print Preview.

We are investigating a fix for a future release.

#### Example of issue:



#### **Interfaces**

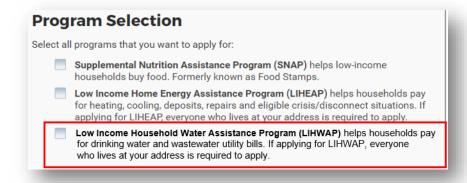
#### SEW Interface (Update)

There is an issue with the SEW Interface. We have not received all of the 4<sup>th</sup> quarter wages for 2021. At this time only around 20-25% have been reported. The Department of Labor (DOL) is working on resolving this issue by the end of February. Due to this issue, DOL issued and extension to the deadline for employers to report the 2021 4<sup>th</sup> quarter wages until February 28<sup>th</sup>, 2022.

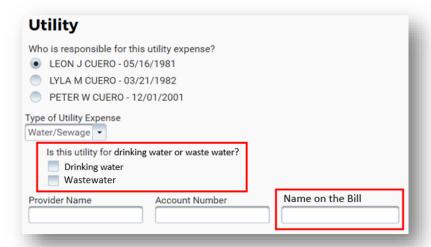
#### **ACCESSNebraska**

#### EA - Low-Income Household Water Assistance Program (LIHWAP) - New

LIHWAP has been added to the E-Application and EA Phone Application:



The Utility section on the E-application and Phone Application has been modified. When the user selects Water/Sewage as a utility type, an additional question will display. This will prompt the user to specify if the utility is for drinking water, wastewater, or both. A section has also been added for the user to indicate whose name the utility bill is in. **This new** *Name on the Bill* section will apply to all utility types:

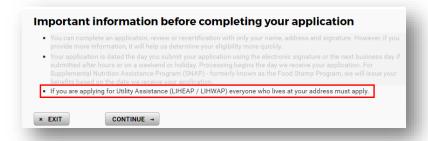


#### EA - ACCESSNebraska Pages - Update

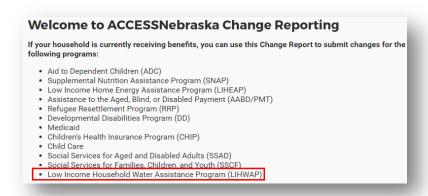
LIHWAP has been added as a program on the **Welcome** page of ACCESSNebraska:



The **Important Information** page has a word change from "Energy Assistance" to "Utility Assistance". LIHWAP is added as a program, as well:

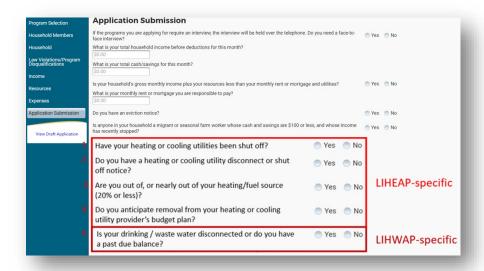


The **Change Reporting Welcome** page has LIHWAP added:



# EA - LIHWAP and LIHEAP E-Application Questions - Update

Utility questions on the E-application and Phone Application have been updated to align with the paper application. A new question was added for water assistance (#5 in the image below):



If the user indicates "Yes" to the new LIHWAP-specific question, the E-Application/Phone Application will indicate "LIHWAP Priority" under the application's Priority Reason section:

Application Information		
Received Date: 09/24/2021	Request Date: 09/24/2021	
Applicant/Head of Household:	LIHEAP TEST - 01/01/1990	
Contact Name:	LIHEAP Test - 01/01/1990	
Contact Phone Number:		
County:	Lancaster	
Do you need a face-to-face interview?		
Do you need an interpreter?	No	
Do you have a US Bank ReliaCard?	No	
Priority Reason(s):	LIHWAP Priority, LIHEAP Crisis	

The LIHEAP Priority Reason has also been updated to "LIHEAP Crisis" instead of the previous "Shut-Off Notice".

NOTE: If a client indicates "Yes" on any of the above utility questions on the Application Submission page, the appropriate priorty reason will display, regardless of the program they are applying for.

### **Expert System**

# EA - LIHWAP Budgeting - "Categorical Eligibility" (Change)

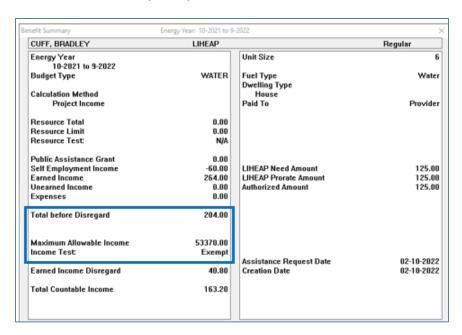
This release has added logic to LIHEAP budgeting when running a budget for an Other Assistance request type of Water.

This change was made to meet a policy request to allow a type of Categorical Eligibility for Water Assistance if any member of the Household has an active LIHEAP Program Case and was determined eligible for LIHEAP benefits earlier in the same energy year (i.e. a passing LIHEAP budget exists for the energy year that Water eligibility is being determined for).

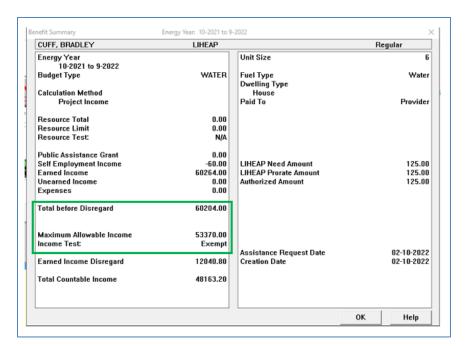
In the LIHEAP Budgeting process, the worker will still be required to complete the steps to compute the Household's current income. This will pull in income sources that are current as of the date the Water budget is being run, and the worker will be taken to the "Income Calculation" window to select how the current instances of income should be calculated (no change from how budgeting has always worked). The budgeting process will run with the current income(s) and will display in the benefit summary.

If a passing budget has been run for the same energy year that the Water budget is being run for, the current income will be calculated (as this income amount is needed for reporting reasons), however, the income will not be used in determining eligibility for Water assistance and the 'Income Test' will be marked as 'Exempt' and the budget will pass as shown in the 2 examples below:

**Example 1:** The Household was approved for LIHEAP earlier in the energy year and the actual current income amount for the Household is below the maximum income amount allowed for LIHEAP (LIHWAP) eligibility.

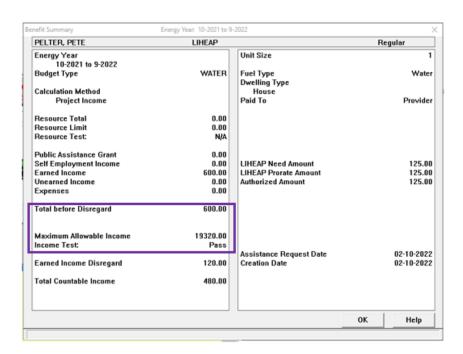


**Example 2:** The Household was approved for LIHEAP earlier in the energy year and the actual current income amount for the Household is over the maximum income amount allowed for LIHEAP (LIHWAP) eligibility.

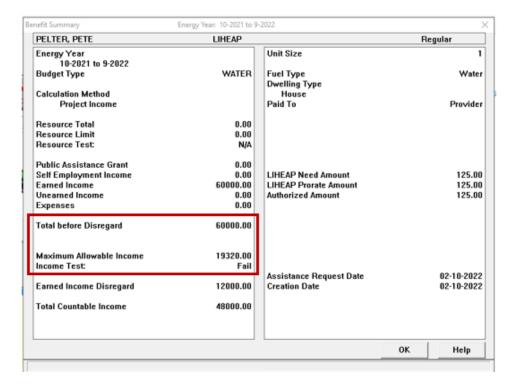


If the Household that Water eligibility is being determined for has not been determined for any LIHEAP assistance in the same energy year that the Water assistance is being requested for, then the Household's current income will be tested against the LIHEAP Maximum Allowable Income limit. The following two examples show these situations

**Example A:** The Household has not had any passing LIHEAP budgets for the energy year in which the Water assistance budget is being run for and the Household's total income is below the Maximum Allowable Income level (Passing budget)



**Example B:** The Household has not had any passing LIHEAP budgets for the energy year in which the Water assistance budget is being run for and the Household's total income exceeds the Maximum Allowable Income level (Failed budget).



#### EA - LIHWAP Water Notices (Change)

Notice logic related to budgeting of LIHEAP Other Assistance request types of Water (Water, Wastewater, or Water/ Wastewater) has been updated. If multiple budgets are run on a single day, the new logic will allow for a notice to display multiple actions, in some situations.

If multiple approval budgets are run on a single day to two separate providers (different Provider ID#s) on the same day, the resulting notice will display both instances. If the worker runs two water approval budgets to the same provider on the same day, when the second approval is run, notice logic will override the first approval and only the notice will only display the second approval completed on that day.

**Note:** If the provider for water and waste are the same and workers need to run two budgets they are expected to run it as water/waste water and a total of the amount.

If case actions are taken to manually deny instances, those appear on a separate type of notice, so will not conflict with an approval budget notice that is created on the same day. If two manual denials of Other Assistance water instances are completed on the same day, each will result in a separate denial notice being created (there will be two separate denial notices created, one for each action).

Additionally, because 'Water' is a separate type of "Other Assistance" from 'Crisis', actions taken on the same day to approve a 'Crisis' budget and any 'Water' budget type, either to the same provider or different providers, will both display on the notice of approval created that day, regardless of which one is created last.

#### Medicaid Budgeting/Expert (Change)

Mileage Expense rate increased for 2022 to \$.59 per mile.

#### Medicaid Notice of Action (Fix)

The following changes have been made to the Medicaid Notice of Action:

- When processing currently active Medicaid cases there was an issue where the client's original approval date would display on Notices of Action. This issue has been fixed.
- HHA functionality had introduced notice creation when a client moved into or
  out of an HHA tier, regardless of benefit level. This functionality has been
  removed and action on Expansion cases will display general notifications with
  the same functionality as any other case action.
- Medicaid NOAs should no longer display the 10/1/21 or later approval entries for currently active household members.
- The NAC reference numbers have been updated for the following sanction reasons:
  - ABD CSE now 12-013
  - MIWD Potential Income now 22-004.03
  - ABD Potential Income now 22-004.03
  - MIWD Deprivation/Transfer of Assets now 23-003.04
  - ABD Deprivation/Transfer of Assets now 23-003.04